

AMENDMENTSIn the Claims

1. – 22. Cancelled.

23. **(Currently Amended)** An apparatus comprising:

a communication server ~~for communicating with a communication channel, the~~
~~communication server operable~~ configured to ~~to~~
communicate with a communication channel by virtue of being configured to
~~handle~~ process an incoming communication received from the
communication channel, ~~the receiving the incoming~~
~~communication being performed~~ via a channel driver
communicatively coupled to the communication channel, wherein
the channel driver is ~~operable~~ configured according to the media
type of the communication channel,
the media type of the communication channel is one of a plurality
of media types, and
the channel driver is configured to communicate with any of the
media types; and
cause an outgoing communication to be sent to the communication
channel, wherein
the communication server is further ~~operable~~ configured to
communicate independently of a media type of the
communication channel by virtue of being ~~operable~~
configured to use the channel driver.

24. **(Currently Amended)** The apparatus of claim 23 wherein
the channel driver is further ~~operable~~ configured to ~~to~~
provide an event when the incoming communication is received from the
communication channel; and
issue a command to the communication channel, wherein the command is the
outgoing communication, the issuing being according to the media type of

the communication channel;

and wherein

the communication server ~~being operable to handle the incoming communication~~
~~further comprises the communication server being operable~~ is further
configured to obtain the event provided by the channel driver; and
 the communication server being ~~operable~~ configured to cause the outgoing
 communication to be sent further comprises the communication server
 being ~~operable~~ configured to cause the channel driver to issue the
 command.

25. **(Currently Amended)** The apparatus of claim 24 further comprising:
 a user interface comprising a user interface object ~~operable~~ configured to be activated,
 wherein the communication server is ~~operable~~ configured to cause the channel
 driver to issue the command upon activation of the user interface object.

26. **(Currently Amended)** The apparatus of claim 25 wherein
 the communication server is further ~~operable~~ configured to receive the activation of the
 user interface object.

27. **(Currently Amended)** The apparatus of claim 25 wherein
 the communication server is further ~~operable~~ configured to provide a notification of the
 event via the user interface.

28. **(Currently Amended)** The apparatus of claim 25 wherein
 the communication server is further ~~operable~~ configured to~~[:]~~
 determine an agent to be notified of the event; and
 provide a notification of the event to the agent via the user interface.

29. **(Previously Presented)** The apparatus of claim 25 further comprising:
 a connection between the user interface and the communication channel.

30. **(Currently Amended)** The apparatus of claim 29 wherein the connection comprises:
 a first sub-connection between the user interface and the communication server;
 a second sub-connection between the communication server and the channel driver; and

a third sub-connection between the channel driver and the communication channel;
and wherein

the communication server is further ~~operable~~ configured to use the first and
second sub-connections to cause the channel driver to issue the command;
and
the channel driver is further ~~operable~~ configured to use the third sub-connection to issue
the command.

31. **(Currently Amended)** The apparatus of claim 25, further comprising:
a database comprising:

an event table comprising information regarding the event;
a command table comprising information regarding the command; and
a user interface object table comprising information regarding the user interface object.

32. **(Currently Amended)** The apparatus of claim 31 wherein
the communication server being ~~operable~~ configured to ~~handle~~ process the event
comprises further being ~~operable~~ configured to access the event table; and
the communication server being ~~operable~~ configured to cause the channel driver to issue
the command comprises being further ~~operable~~ configured to access the command
table and the user interface object table to cause the channel driver to issue the
command, wherein
command data in the command table and user interface object data in the user interface
object table are used to cause the channel driver to issue the command.

33. **(Currently Amended)** The apparatus of claim 31 wherein
the communication server is further ~~operable~~ configured to~~[:]~~
obtain the event provided by the channel driver; and
perform an event response;
and
the database further comprises:
an event response table comprising information regarding the event response to be
performed upon obtaining the event.

34. **(Currently Amended)** The apparatus of claim 31 wherein the communication server is further ~~operable~~ configured to~~[:]~~

determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

35. **(Previously Presented)** The apparatus of claim 34 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and

an agent table comprising information regarding the agent.

36. **(Previously Presented)** The apparatus of claim 24 wherein the communication channel is one communication channel of a plurality of

communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and

each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

37. **(Currently Amended)** A method ~~for communicating using a communication channel~~ comprising:

receiving an event via a channel driver, wherein

the channel driver is communicatively coupled to ~~[[the]]~~ a communication channel, wherein

~~the receiving~~ the event ~~[[communicates]]~~ is communicated according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types;

and

providing a notification of the event via a user interface, wherein

~~the providing~~ the notification is ~~[[performed]]~~ provided by a communication server ~~[[that]]~~ ,

the communication server is independent of the media type of the communication channel by virtue of being configured to use the channel driver to communicate with the communication channel,
the media type of the communication channel is one of a plurality of media types,
and
the channel driver is configured to communicate with any of the media types.

38. (Previously Presented) The method of claim 37 further comprising:
 obtaining an activation of a user interface object from the user interface, wherein the activation is associated with a command; and
 issuing the command via the channel driver to the communication channel, wherein the issuing the command communicates according to the media type.

39. (Previously Presented) The method of claim 37 further comprising:
 determining an agent to be notified of the event;
 and wherein
 the providing the notification comprises providing the notification to the agent via the user interface.

40. (Previously Presented) The method of claim 37 wherein
 the event corresponds to a work item; and
 the providing the notification of the event comprises providing a notification of the work item.

41. (Previously Presented) The method of claim 37 further comprising:
 establishing a connection between the user interface and the communication channel;
 and wherein
 the providing the notification is performed via the connection.

42. **(Currently Amended)** A method for communicating using a communication channel comprising:
 issuing a command to the communication channel, wherein
 the issuing the command is performed by a channel driver ~~that communicates,~~

the channel driver is configured to communicate with the communication channel
according to the media type of the communication channel,
the media type of the communication channel is one of a plurality of media types,
and
the channel driver is configured to communicate with any of the media types.

43. (Previously Presented) The method of claim 42 further comprising:
determining the command upon receiving an activation of a user interface object of a user interface.

44. **(Currently Amended)** A method comprising:
receiving an event from a communication channel, wherein
the receiving ~~being~~ is performed by a channel driver ~~that communicates,~~
the channel driver is configured to communicate with the communication channel
according to a media type of the communication channel,
the media type of the communication channel is one of a plurality of media types,
and
the channel driver is configured to communicate with any of the media types;
accessing a database to determine an event response to in response to the receiving of the
event, wherein
the accessing ~~being~~ is performed by a communication server ~~that,~~
the communication server is configured to operate independently of the media
type by virtue of being configured to use the channel driver to receive the
event from the communication channel; and
performing the event response, ~~the performing being controlled by~~ under the control of
the communication server.

45. **(Currently Amended)** A computer system comprising:
a processor;
a display, coupled to the processor;
computer readable medium coupled to the processor; and
computer instructions, encoded in the computer readable medium, the computer

instructions comprising:

a communication server, wherein

the communication server is configured to [[cause said]] allow the

processor to communicate with a communication channel, ~~the~~

~~communication channel having a media type~~, by virtue of the

communication server comprising:

incoming instructions configured to ~~handle~~ process an incoming

communication received from the communication channel,

wherein

~~the receiving~~ the incoming communication [[being]] is

received via a channel driver [[that operates]] ,

the channel driver is configured to provide communication

between the communication server and the

communication channel according to [[the]] a

media type of the communication channel,

the media type of the communication channel is one of a

plurality of media types, and

the channel driver is configured to communicate with any

of the media types; and

outgoing instructions configured to cause an outgoing

communication to be sent to the communication channel,

wherein

the incoming instructions are configured to communicate

independently of the media type of the

communication channel by virtue of being

configured to use the channel driver to allow the

communication server to communicate with the

communication channel, and

the outgoing instructions are configured to communicate

independently of the media type of the

communication channel by virtue of being

configured to use the channel driver to allow the communication server to communicate with the communication channel.

46. (Previously Presented) The computer system of claim 45 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and
issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions; and
the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command.

47. (Currently Amended) The computer system of claim 46 wherein the computer instructions further comprise:

user interface instructions, wherein

the user interface instructions are configured to provide a user interface presented on the display,

the user interface **[[comprising]]** comprises a user interface object ~~operable~~ configured to be activated, ~~wherein~~ and

the causing instructions are configured to cause the issuing instructions to issue the command upon activation of the user interface object.

48. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

49. (Previously Presented) The computer system of claim 47 wherein

the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

50. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises:

agent determining instructions to determine an agent to be notified of the event;
and
notifying instructions to provide a notification of the event to the agent via the user interface.

51. (Previously Presented) The computer system of claim 47 wherein the computer instructions further comprise:

connection instructions for establishing a connection between the user interface and the communication channel.

52. (Previously Presented) The computer system of claim 51 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;
second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and
third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;
and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and
the channel driver uses the third sub-connection to issue the command.

53. (Previously Presented) The computer system of claim 52, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and
an interprocess connection between the web server and the communication server.

54. (Previously Presented) The computer system of claim 47, further comprising:
a database stored in the computer readable medium comprising:

- an event table comprising information regarding the event;
- a command table comprising information regarding the command; and
- a user interface object table comprising information regarding the user interface object.

55. (Previously Presented) The computer system of claim 54 wherein
the event providing instructions comprise event table accessing instructions to access the
event table, wherein
event data in the event table is used to provide the event; and
the causing instructions comprise:

- command table accessing instructions to access the command table; and
- user interface object table accessing instructions to access the user interface object
table, wherein

command data in the command table and user interface object data in the user interface
object table are used to cause the issuing instructions to issue the command.

56. (Previously Presented) The computer system of claim 54 wherein
the communication server further comprises:

- event obtaining instructions to obtain the event provided by the event providing
instructions; and

- event response performing instructions to perform an event response;

and

the database further comprises:

- an event response table comprising information regarding the event response to be
performed upon obtaining the event.

57. (Previously Presented) The computer system of claim 54 wherein
the communication server further comprises:

- configuration determining instructions to determine a configuration for an agent
using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

58. (Previously Presented) The computer system of claim 57 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and
an agent table comprising information regarding the agent.

59. (Previously Presented) The computer system of claim 46 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and
each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

60. **(Currently Amended)** A computer system to communicate using a communication channel comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

receiving instructions, wherein

the receiving instructions are configured to receive an event from the communication channel, [[wherein]] and

the receiving instructions are configured to communicate according to a media type of the communication channel,

the media type of the communication channel is one of a plurality of media types, and

the channel driver is configured to communicate with any of the media types; and

notifying instructions, wherein

the notifying instructions are configured to provide a notification of the event via a user interface presented on the display, wherein and the notifying instructions communicate independently of the media type of the communication channel by virtue of being configured to obtain the event via the receiving instructions.

61. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein the activation is associated with a command; and issuing instructions to issue the command to the communication channel, wherein the issuing the command communicates according to the media type.

62. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

agent determining instructions to determine an agent to be notified of the event; and wherein the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface.

63. (Previously Presented) The computer system of claim 60 wherein the event corresponds to a work item; and the providing instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

64. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

connection instructions to establish a connection between the user interface and the communication channel; and wherein the notifying instructions use the connection to provide the notification.

65. **(Currently Amended)** A computer system to communicate using a communication channel comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

issuing instructions configured to issue a command to the communication channel, wherein

the issuing instructions are configured to use a channel driver **[[that communicates]]** ,

the channel driver is configured to communicate according to the media type of the communication channel,

the media type of the communication channel is one of a plurality of media types, and

the channel driver is configured to communicate with any of the media types.

66. **(Previously Presented)** The computer system of claim 65 wherein the computer instructions further comprise:

command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface presented on the display, wherein the command determining instructions communicate independently of the media type by virtue of being configured to use the issuing instructions to issue the command.

67. **(Currently Amended)** A computer system comprising:

a processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer instructions comprising:

receiving instructions to receive an event from a communication channel,

the receiving ~~being~~ is performed via a channel driver ~~that communicates~~ ,
the channel driver is configured to communicate with the communication
channel according to a media type of the communication channel,
the media type of the communication channel is one of a plurality of
media types, and
the channel driver is configured to communicate with any of the media
types;

accessing instructions to access a database to determine an event response to the
receiving of the event; and
event response performing instructions to perform the event response, the event
response performing instructions operating independently of the media
type.

68. (Currently Amended) A computer program product comprising:

a communication server configured to ~~[[cause said]]~~ allow a processor to communicate
with a communication channel, ~~the communication channel having a media type,~~
by virtue of the communication server comprising:
incoming instructions, wherein

the incoming instructions are configured to handle process an incoming
communication received from the communication channel via a
channel driver,

~~the receiving~~ the incoming communication ~~[[being performed]]~~ is
received via ~~[[a]]~~ the channel driver ~~[[that communicates]]~~ ,
the channel driver is configured to provide communication between the
communication server and the communication channel according
to the media type of the communication channel, and
the media type of the communication channel is one of a plurality of
media types; and

outgoing instruction, wherein

the outgoing instructions are configured to cause an outgoing
communication to be sent to the communication channel, ~~wherein~~
the incoming instructions are configured to communicate independently of

the media type of the communication channel by virtue of being configured to use the channel driver to communicate with the communication channel, and

the outgoing instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured to use the channel driver to communicate with the communication channel; and

a computer readable medium to store the communication server.

69. (Previously Presented) The computer program product of claim 68 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and

issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions;

the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command; and

the computer readable medium further stores the channel driver.

70. (**Currently Amended**) The computer program product of claim 69 further comprising:

user interface instructions to provide a user interface presented on the display, the user interface comprising a user interface object ~~operable~~ configured to be activated, wherein the causing instructions cause the issuing instructions to issue the command upon activation of the user interface object;

and wherein

the computer readable medium further stores the user interface instructions.

71. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

72. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

73. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises:

agent determining instructions to determine an agent to be notified of the event;
and
notifying instructions to provide a notification of the event to the agent via the user interface.

74. (Previously Presented) The computer program product of claim 70 further comprising:

connection instructions for establishing a connection between the user interface and the communication channel;

and wherein

the computer readable medium further stores the connection instructions.

75. (Previously Presented) The computer program product of claim 74 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and

third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and

the channel driver uses the third sub-connection to issue the command.

76. (Previously Presented) The computer program product of claim 75, wherein the first sub-connection comprises:

- a web connection between the user interface and a web server; and
- an interprocess connection between the web server and the communication server.

77. (Previously Presented) The computer program product of claim 70 further comprising:

a database stored in the computer readable medium comprising:

- an event table comprising information regarding the event;
- a command table comprising information regarding the command; and
- a user interface object table comprising information regarding the user interface object.

78. (Previously Presented) The computer program product of claim 76 wherein the event providing instructions comprise event table accessing instructions to access the

event table, wherein

event data in the event table is used to provide the event; and

the causing instructions comprise:

- command table accessing instructions to access the command table; and
- user interface object table accessing instructions to access the user interface object table, wherein

command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

79. (Previously Presented) The computer program product of claim 76 wherein the communication server further comprises:

- event obtaining instructions to obtain the event provided by the event providing instructions; and

- event response performing instructions to perform an event response;

and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

80. (Previously Presented) The computer program product of claim 76 wherein the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

81. (Previously Presented) The computer program product of claim 80 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and an agent table comprising information regarding the agent.

82. (Previously Presented) The computer program product of claim 69 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

83. (**Currently Amended**) A computer program product to communicate using a communication channel, the computer program product comprising:

receiving instructions configured to receive an event from the communication channel, wherein

the receiving instructions **[[include]]** comprise a channel driver **[[that communicates]]** ,

the channel driver is configured to communicate with the communication channel according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types;

notifying instructions configured to provide a notification of the event via a user interface, wherein
the notifying instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured to use the channel driver to communicate with the communication channel;
and
a computer readable medium to store the receiving instructions and the notifying instructions.

84. (Previously Presented) The computer program product of claim 83 further comprising:
activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein the activation is associated with a command; and
issuing instructions to issue the command to the communication channel, wherein the issuing the command is performed via the channel driver that communicates according to the media type; and
the computer readable medium further stores the issuing instructions.

85. (Previously Presented) The computer program product of claim 83 further comprising:
agent determining instructions to determine an agent to be notified of the event;
and wherein
the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface; and
the computer readable medium further stores the agent determining instructions.

86. (Previously Presented) The computer program product of claim 83 wherein the event corresponds to a work item; and
the notifying instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

87. (Previously Presented) The computer program product of claim 83 further comprising:

connection instructions to establish a connection between the user interface and the communication channel;

and wherein

the notifying instructions use the connection to provide the notification; and the computer readable medium further stores the connection instructions.

88. **(Currently Amended)** A computer program product ~~to communicate using a communication channel~~ comprising:

issuing instructions configured to issue a command to ~~[[the]]~~ a communication channel, wherein

the issuing instructions are configured to cause a channel driver ~~that~~

~~communicates according to the media type~~ to issue the command,

the channel driver is configured to allow communication with the communication

channel according to a media type of the communication channel. and

the media type of the communication channel is one of a plurality of media types;

and

a computer readable medium to store the issuing instructions.

89. **(Previously Presented)** The computer program product of claim 88 further comprising:

command determining instructions to determine the command upon receiving an

activation of a user interface object of a user interface, wherein

the command determining instructions communicate independently of the media

type by virtue of using the channel driver to issue the command; and

the computer readable medium further stores the command determining instructions.

90. **(Currently Amended)** A computer program product comprising:

receiving instructions configured to receive an event from a communication channel,

wherein

~~the receiving being performed~~ the event is received via a channel driver ~~[[that communicates]]~~ ,

the channel driver is configured to communicate with the communication channel

according to a media type of the communication channel, and
the media type of the communication channel is one of a plurality of media types;
 accessing instructions configured to access a database to determine an event response to
 the receiving of the event;
 event response performing instructions configured to perform the event response, the
 event response performing instructions **[[operating]]** configured to operate
 independently of the media type of the communication channel by virtue of being
 configured to use the channel driver to communicate with the communication
channel; and
 a computer readable medium to store the receiving instructions, the accessing
 instructions, and the event response performing instructions.

91. **(Currently Amended)** An apparatus comprising:

receiving means for receiving an event from the communication channel, wherein the
 receiving of the event is performed via a channel driver that communicates
 according to a media type of the communication channel; and
 notifying means for providing a notification of the event via a user interface, wherein the
 providing the notification is independent of the media type by virtue of being
 configured to use the channel driver to communicate with the communication
channel.

92. **(Previously Presented)** The apparatus of claim 91 further comprising:

activation obtaining means for obtaining an activation of a user interface object of the
 user interface, wherein the activation is associated with a command; and
 issuing means for issuing the command to the communication channel, wherein the
 issuing the command communicates according to the media type.

93. **(Previously Presented)** The apparatus of claim 91 further comprising:

agent determining means for determining an agent to be notified of the event;
 and wherein
 the notifying means comprise agent notifying means for providing the notification to the
 agent via the user interface.

94. (Previously Presented) The apparatus of claim 91 wherein the event corresponds to a work item; and the notifying means comprise work item notifying means for providing a notification of the work item.

95. (Previously Presented) The apparatus of claim 91 further comprising: connection means for establishing a connection between the user interface and the communication channel; and wherein the notifying means use the connection for providing the notification.

96. (Previously Presented) An apparatus comprising: issuing means for issuing a command to the communication channel, wherein the issuing the command is performed via a channel driver that communicates according to the media type; and command determining means for determining the command upon receiving an activation of a user interface object of a user interface, wherein the determining is performed independently of the media type by virtue of being configured to use the channel driver to issue the command.

97. **(Currently Amended)** An apparatus comprising: event receiving means for receiving an event from a communication channel, wherein the event is received from the communication channel via the event receiving means,
~~the receiving being performed~~ the event receiving means is configured to
communicate with the communication channel according to a media type of the communication channel, and
the media type of the communication channel is one of a plurality of media types; accessing means for accessing a database to determine an event response to the receiving of the event, wherein the accessing means **[[operate]]** operates independently of the media type of the communication channel by obtaining the event from the event receiving

means, and
the media type of the communication channel is one of a plurality of media types;
 and

event response performing means for performing the event response, the performing
 being independent of the media type by virtue of the accessing means determining
 the event response.

98. (Previously Presented) A signal embodied in a carrier wave comprising:
 instructions for performing the method of claim 37.

99. (Previously Presented) A signal embodied in a carrier wave comprising:
 data produced by performing the method of claim 37.

100. (Previously Presented) A signal embodied in a carrier wave comprising:
 instructions for performing the method of claim 42.

101. (Previously Presented) A signal embodied in a carrier wave comprising:
 data produced by performing the method of claim 42.

102. (Previously Presented) A signal embodied in a carrier wave comprising:
 instructions for performing the method of claim 44.

103. (Previously Presented) A signal embodied in a carrier wave comprising:
 data produced by performing the method of claim 44.

104. (Previously Presented) The method of claim 44 further comprising:
 issuing a command to the communication channel, wherein the issuing the command
 communicates according to the media type.

105. (Previously Presented) The method of claim 104 further comprising:
 determining the command upon receiving an activation of a user interface object of a user
 interface, wherein the determining is performed independently of the media type.

106. (Previously Presented) The method of claim 37 further comprising:
 accessing a database to determine an event response to the receiving of the event; and

performing the event response, the performing being independent of the media type.

107. (New) The method of claim 42 wherein
the channel driver is configured to communicate with the communication channel
according to the media type of the communication channel by virtue of
being further configured to determine which media type of the media
types the media type of the communication channel is.